http://www.youtube.com/watch?v=hXzNByMuJZM&list=PLvlKN3UXsPHnysQcG6Fft198EWDBjIoqw

Brigade S-1 Operations Course

Coordinate Deployed Postal Operations

SFC Class Roy Frazier, an inspector general non-commissioned officer with 1st Infantry Division (1ID) Headquarters and Headquarters Battalion, carries packages and letters to the Combined Joint Forces Land Component Command-Iraq mail room March 4, 2015. Soldiers of the 1ID. deployed to Iraq re-established a military mail system that was dormant in the country since 2011. (U.S. Army photo by SSG Daniel Stoutamire)

April 2016

Senior Leader Training Division
Adjutant General School

Terminal Learning Objective

ACTION: Coordinate Deployed Postal Operations

CONDITIONS: Given classroom instruction and access to AR 600-8-3 (Unit Postal Operations), DOD 4525.6-M (DOD Postal Manual) and FM 1-0 (Human Resources Support), ATP 1-0.2 (Theater-Level Human Resources Support) and awareness of the Operational Environment.

STANDARD: Score 70% or higher on a knowledge based exam including the following learning activities:

1. Define theater level postal operations.
2. Describe the correct mail flow from CONUS to deployed locations.
3. Define special handling mail categories.
4. Identify postal responsibilities

Historical Perspective

"A successful postal service for the armed forces is admittedly the greatest single factor affecting the morale of all troops. In spite of this, the Postal Service was... given inadequate support and left to improvise as best (it) could to provide service..."

Col. Schwartz
Theater Postal Officer
European Theater of Operations
29 August 1945

Outline

- Postal Operations Mission
- Mail / Postal Flow
- Postal Organizations and Responsil
- Special Handling Mail
- HROB Responsibilities
- G-1 / S-1 Postal Responsibilities
  - Pre-deployment
  - Deployment
  - Redeployment

REFERENCES

- AR 600-8-3, Unit Postal Operations, 7 Jan 2013
- DOD 4525.6-M, Department of Defense Postal Manual, 15 Aug 2002
- FM 1-0, Human Resource Support, April 2014

Mission

The mission of the Military Postal System (MPS) is to operate as

an extension of the U.S. Postal Service (USPS). **Efficient** and

effective postal operations require **dedicated postal**

organizations with trained postal clerks and HR leaders

knowledgeable of postal operations laws, regulations, and

procedures needed in the execution of providing mail and postal

services to deployed units and personnel.

FM 1-0, paragraph 4-48 & ATP 1-0.2, paragraph 4-1

Principles of Postal Operations

- Postal Finance Services
- Personal Mail
- Official Mail
- Accountable Mail
- Redirect Services
- Contaminated / Suspicious Mail

- Casualty Mail
- EPW Mail
- **Free Mail (Approved by the Secretary of Defense)**
- International Mail
- Host Nation Support
- Contractor Support

FM 1-0, paragraph 4-66 thru 4-83

Postal Organizations (Key Players)

Joint Military Postal Activity (JMPA)

- Acts as the single DoD POC with USPS at postal gateways
- Coordinates transportation of mail in the host nation
- Coordinates mail movement transportation needs with commercial carriers and the military Air Mobility Command (AMC)
- Coordinates mail routing scheme changes with postal gateways and maintain the Military Zip Code database
- Provides major commands and Military Department Postal Representatives with information on mail processing and irregularities
- Assists the U.S. Postal Inspection Service in matters relating to processing, distribution, dispatch and transportation of military mail

JMPA Website **JMPA Presentation**

FM 1-0, paragraph 4-

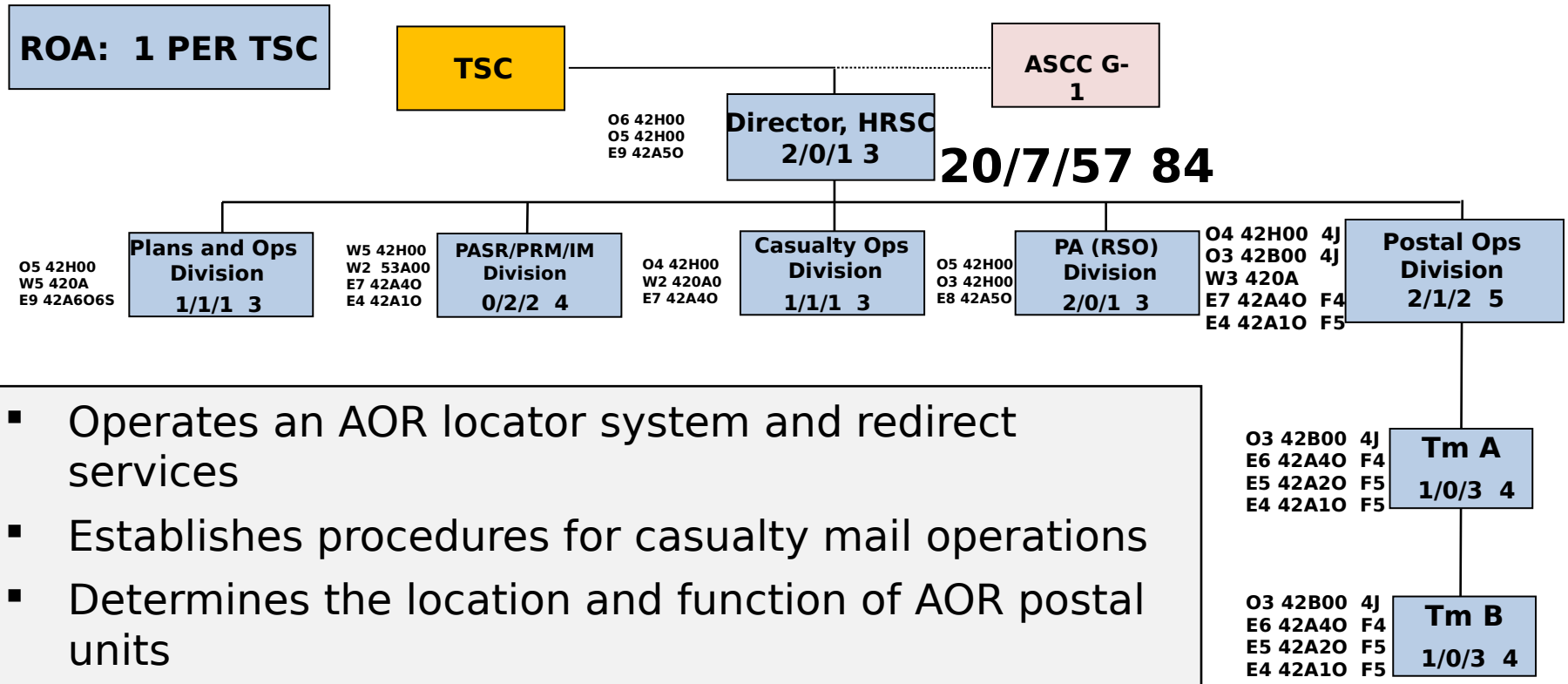
Military Postal Service Agency (MPSA)

- DoD Executive Agent for all services; Acts as the single DoD point of contact with the USPS and other government agencies on MPS policy and operational matters
- Activates/deactivates contingency APOs
- Coordinates initial mail routing schemes with the JMPA(s)
- Headed by an Army, Air Force, or Marine Colonel or a Navy Captain (O-6)
- The Adju ces Comma r MPSA

The TAG is the Army functional proponent for Postal Operations

FM 1-0, paragraph 4-

HRSC
Postal Operations Division



- Operates an AOR locator system and redirect services
- Establishes procedures for casualty mail operations
- Determines the location and function of AOR postal units
- Consults with JMPA to develop mail routing instructions and procedures for optimum mail delivery in theater
- Coordinates for AOR level postal supplies and equipment

ATP 1-0.2, paragraph 4-25

Postal Inspections

CPT TiCondra Swartz of the 8th Human Resources Sustainment Center provides technical guidance during an official Army Post Office (APO) inspection to 1LT Donald Breazeale in reference to the Postal Operations Division policy on duffel b

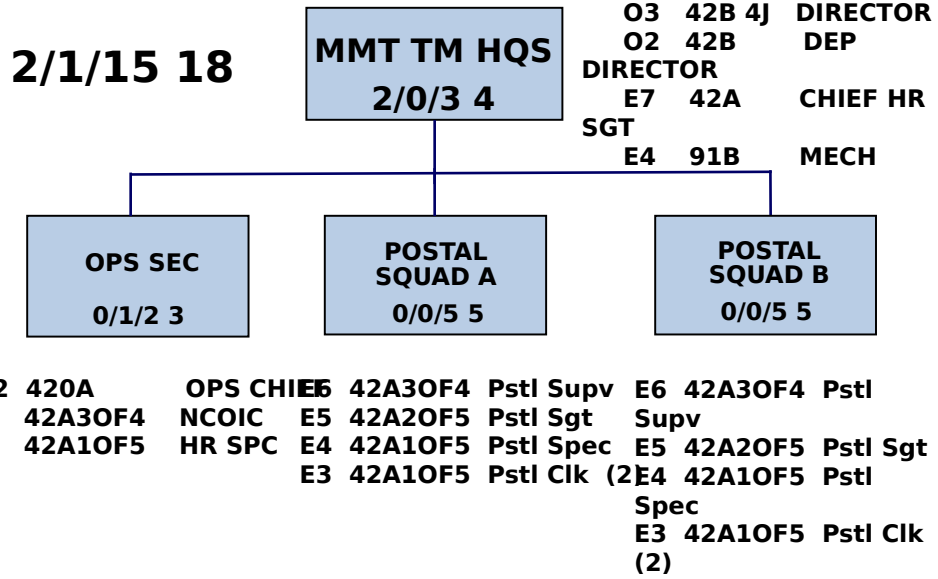
SPC Colby Garrett of the 8th Human Resources Sustainment Center records the results from the Finance section during an official Army Post Office (APO) inspection at FOB Shank

SFC Class Dawn Ramos of the 8th Human Resources Sustainment Center counts the money received at the Army Post Office (APO) in FOB Shank during an official audit, while Sgt. Randall Myers records the results.

8th Human Resources Sustainment Center (HRSC), 8th Theater Sustainment Command (TSC), deployment, mail, morale, Operation Enduring Freedom (OEF)

Military Mail Terminal (MMT) Team

Mission: Provide postal support to an AOR.



Capabilities: Existence based organization employed as part of the theater opening mission to establish a Joint Military Mail Terminal. With augmentation of the HR Company – Postal, provides integrated, accurate, and timely processing of mail.

Provides postal support to an Area of Operations (AO) by coordinating, receiving, processing incoming mail, and dispatching outgoing mail. Responsibilities include:

- **Provides specialized postal expertise and limited augmentation manpower**
- **Provides accurate & timely processing and distribution of all mail arriving in the AO**
- **Establish a Casualty Mail section to provide casualty mail services to AOR**
- **Distribute mail to HR companies or postal platoons providing area support**
- **Serve as a collection point and routing agency for**

ATP 1-0.2, paragraph 4-48

Example MMT Layout

OUTBOUND PROCESSING
1. BAGS SORTED MAIL
2. HOLDS MAIL UNTIL MOVED TO CONNEXES
3. ENSURES PAPERWORK IS COMPLETE AND SECURES CONNEXES UNTIL MAIL IS TRANSPORTED

MANIFEST ROOM
ALL PAPERWORK IS PREPARED FOR SHIPMENT OF MAIL TO APO'S

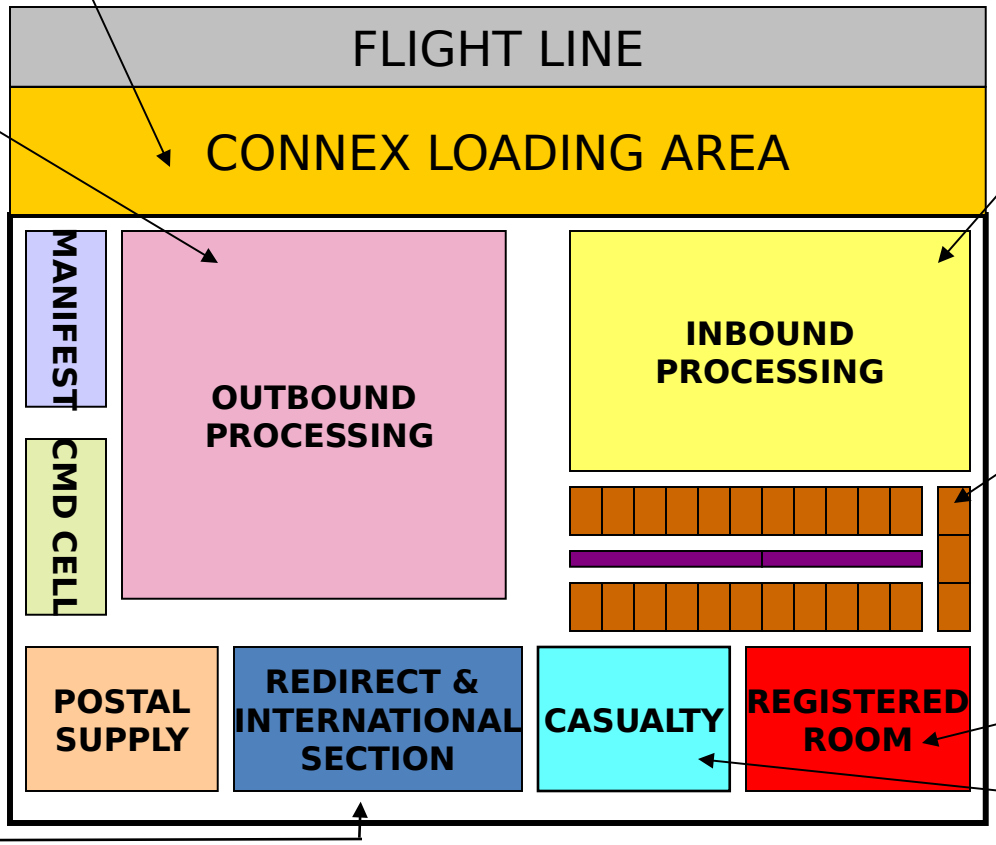
COMMAND CELL
MMT AND HR COMPANY LEADERSHIP

POSTAL SUPPLY
HOLDS ALL USPS PROVIDED POSTAL SUPPLIES

REDIRECT & INTERNATIONAL
MISSENT & INTERNATIONAL MAIL ARE PROCESSED

CONNEX LOADING AREA
HOLDS MAIL AFTER IT HAS BEEN SORTED TO ZIP CODE LEVEL

INBOUND PROCESSING
1. UNLOADS INBOUND MAIL
2. X-RAY MACHINE TO SCREEN MAIL
3. SORTS LETTER MAIL
4. MAINTAINS CURRENT TASK ORGANIZATION AND UNIT LOCATOR LIST



TRI-WALLS
MAIL IS SORTED TO ZIP CODE LEVEL THEN MOVED TO CONNEXES FOR STORAGE

REGISTERED ROOM
PROCESSES AND HOLDS ALL REGISTERED MAIL – SECURE ROOM

CASUALTY MAIL
MANAGES THEATER CASUALTY MAIL

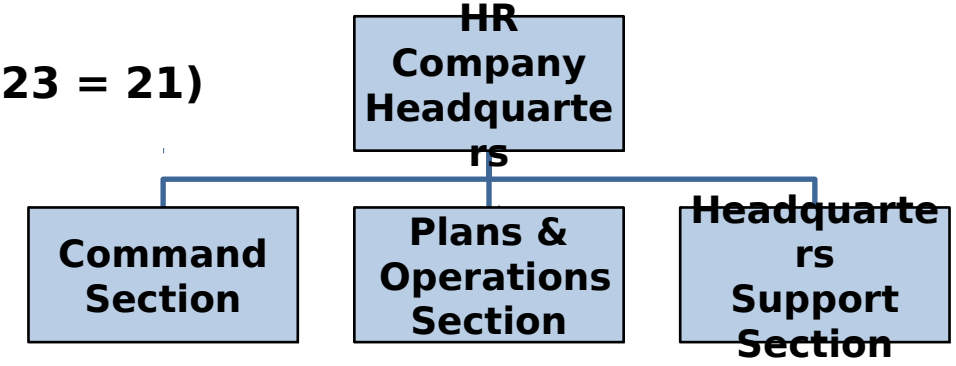
MMT

HR Company

MISSION

Provide command and control, and technical support to all assigned and attached postal and HR platoons.

(2 / 1 / 23 = 21)



Rules of Allocation:

- **One per Sustainment Brigade**
- **One per Theater Gateway Personnel Accountability Team**
- **One per Military Mail Terminal**
- **One per three-seven platoons (HR, Postal, or any combination)**

FM 1-0, paragraph 4-62

Postal Platoon

Mission: Provides postal support to all individuals and units in an assigned area or serve as an element of an MMT.

1/0/36/37

POSTAL PLATOON

Receives technical guidance through HR Company HQ and Plans and Ops Section

HQs SECTION
1/0/1/2

- O2 42B4J Platoon Ldr
- E7 42A4OF5 Platoon Sgt

POSTAL FINANCE SECTION
0/0/3/3

- E5 42A2OF5 Pstl Sgt
- E4 42A1OF5 Pstl Spec
- E3 42A1OF5 Pstl Clk

POSTAL SQUAD A
0/0/16/16

- E6 42A3OF4 Pstl Supv (2)
- E5 42A2OF5 Pstl Sgt (2)
- E4 42A1OF5 Pstl Spec (6)

POSTAL SQUAD B
0/0/16/16

- E6 42A3OF4 Pstl Supv (2)
- E5 42A2OF5 Pstl Sgt (2)
- E4 42A1OF5 Pstl Spec (6)
- E3 42A1OF5 Pstl Clk (6)

Capabilities: Multifunctional organization providing support for up to 6,000 personnel or serving as 1 of 4 platoons supporting an MMT. Capable of performing the complete spectrum of postal functions from postal service and postal finance to postal operations.

FM 1-0, paragraph 2-87 and 2-88

Postal Platoon Employment and Support

- **One postal platoon provides postal finance and operations support for up to 6,000 personnel**
- Should deploy with the main body of combat forces
- **A trained and fully equipped postal unit requires a minimum of 48 hours to establish postal operations**
- Postal units must be established prior to the movement of mail in or out of the AOR
- Requires capability to communicate digitally and voice to HR CO HQ and G-1 / S-1 sections of units in the supported area
- Provides customer service for postal finance support consistent with commander's mail policies
- Services include money order/postage stamp sales, special services, and package mailing
- Services are provided a minimum of 5 days a week at consolidated locations, and as often as tactical situations and manning levels allow
- Services can be increased/decreased based on command directives and METT-TC

ATP 1-0.2, paragraph 4-62 thru 4-66

CL-I
USAA
012
403

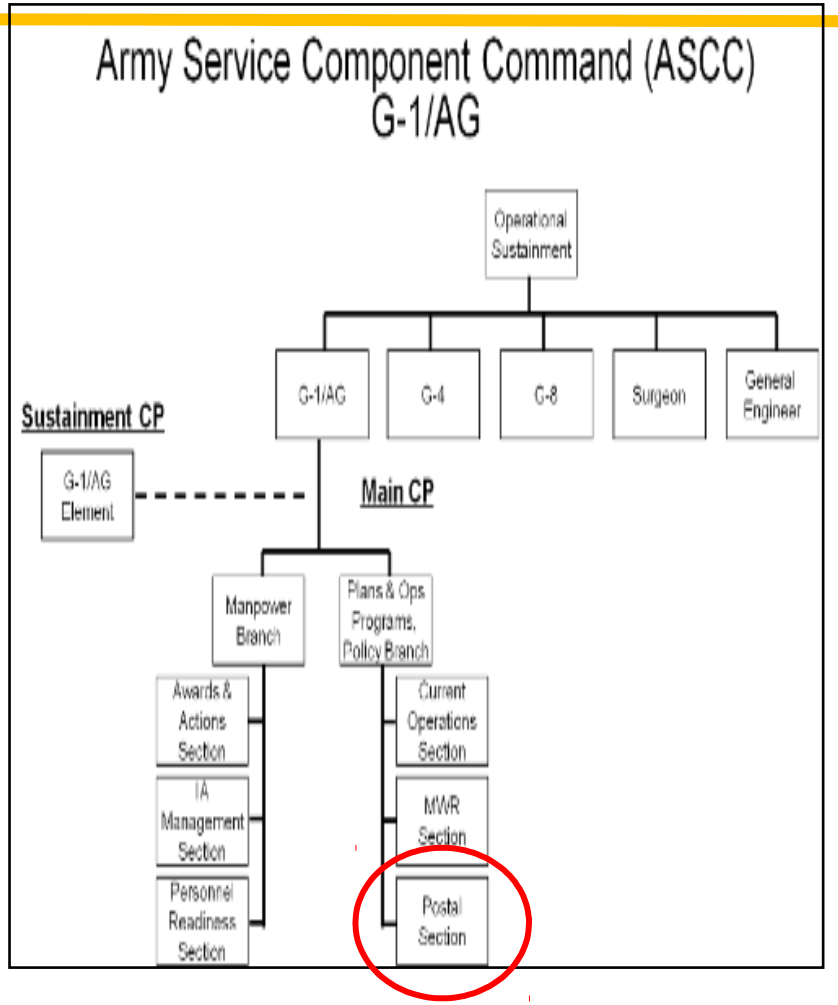
Redirect Services

- The postal network provides personal, official, and accountable mail redirect service
- Soldier redirect applies to individual pieces of mail requiring directory service prior to processing (this includes mail for individual Soldiers who have changed units or locations or have been separated from the unit)
- Unit redirect function involves redirecting bags, trays, or pallets of mail because of task organization changes, unit relocation, or unit redeployment
- Redirect services depend on the AOR postal policy and the tactical situation
- Postal platoons handle redirect of unit mail within their supported area of operation

Postal Responsibilities (Key Players)

ASCC G-1/AG
Postal Section

- Coordinate with other service components to develop contingency plans to ensure appropriate postal support for U.S., Joint, multinational forces, and authorized personnel within an AO
- Request contingency APO activation or deactivation from MPSA
- Develop theater postal policies and procedures
- Appoint a command postal representative and ensure annual inspections and postal finance audits are conducted



FM 1-0, paragraph 4-55

Corps and Division G-1/AG Responsibilities

- **Include postal operations in all plans and OPORDs as required**
- **Coordinate w/TSC or higher HQs to ensure the required numbers of postal units or teams are available to support the deployed force**
- **Reconcile postal issues with supporting Sustainment Bde HROB, HRSC POD or with the ASCC G1/AG**
- **Maintain situational awareness of postal operations in the AO**
- **Coordinate w/ASCC G-1/AG to communicate the corps/division commander's guidance on mail operations**
- **Coordinate with the corps/division G-6 Official Mail Manager for the handling of official mail**
- **Maintain a list of Brigade mail deliv**

FM 1-0, paragraph 4-

HROB Responsibilities

- **Serves as integrator between the HRSC and assigned or attached HR organizations (e.g., HR Company and MMT Team)**
- **Ensures the emplacement and displacement of HR support organizations are in synchronization with the concept of support plans for postal operations**
- **Deploys as part of the ESC or SB early entry element to assist in establishing initial theater postal operations**
- **Conducts SAVs with the MMT and MPOs**
- **Coordinates with the MMT for postal issues or HRSC POD support**
- **Coordinates with other SPO section branches to establish and execute recurring logistic requirements for postal operations**
- **Coordinates all mobile postal missions within the AO**
- **Reviews, monitors, and recommends postal asset distribution within the AO and reviews**
- **Requests AMPS accounts for all supported Postal Platoons**
- **Monitors and tracks mail movement throughout the AO**

FM 1-0, paragraph 4-

Brigade S-1 Responsibilities

- **Establish, manage, and support all brigade mail operations in coordination with subordinate battalion S-1s**
- **Establish UMRs as required and ensure adequate unit mail clerks are trained and on orders (DD Form 285) and all mail is handled IAW DOD postal regulations**
- Provide division G-1/AG with grid coordinates or geographical location for the daily MDP and alternate MDPs for the Brigade
- Coordinate with Division G-1/AG and/or supporting postal platoon to provide postal finance services and outgoing (retrograde) mail support for all units/activities including those at remote locations
- Coordinate with the supporting APO for routine Postal Assistance Visits for all subordinate UMRs/CMRs
- Investigate and reconcile any problems and congressional inquiries within the Brigade hindering the delivery of mail to Soldiers/units in a timely manner

FM 1-0, paragraph 4-

Battalion S-1 Responsibilities

- Appointed in writing as the unit postal officer by the BN commander
- Ensure that mail clerks are appointed,
and trained by the APO / USPS
- Coordinate with BDE S-1 for mail support within the designated AO
- Inform APO of any task organization changes
- Establish UMR; secure enough space to collect, sort, organize, and secure mail
- Route daily retrograde mail received by unit mail clerks to servicing APO
- Coordinate with S-4 for transportation support for mail pick up at the servicing APO
- Monitor unit mail clerks closely to prevent fraud

- Collect and forward mail for wounded, deceased, or missing Soldiers and civilians to the servicing APO
- Coordinate with the BDE S-6, Official Mail Manager, and BDE S-1 for handling of official mail
- Supervise all subordinate unit mail operations
- Conduct redirect services
- Allow sufficient time for mail clerks to perform daily UMR functions
- Investigate and reconcile any problems within the battalion hindering the delivery of mail
- Establish and execute an internal UMR Inspection Program

FM 1-0, paragraph 4-58

Appointment of Unit Mail Personnel

- **Commanders will appoint:**
  - **Unit Postal Officer in writing**
  - **Alternate Unit Postal Officer in writing**
  - **Unit Mail Clerks using DD Form 285**
  - **Mail Orderlies using DD Form 285**
- **Postal Officer and Alternate qualifications:**
  - **Be a U.S. citizen for classified mail**
  - **SSG and above**
  - **GS-6 or above**

AR 600-8-3, paragraph 2-3 and 2-4

MAIL ROOM INSPECTIONS

Supervisors will check UMRs daily and conduct weekly self-inspections to include:

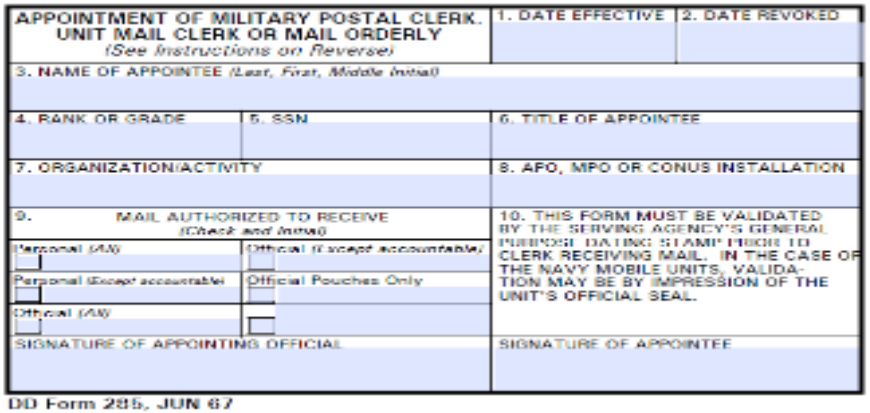
- **Compliance with current postal policies and procedures**
- **Maintenance of directory files and unit postal records**
- **Mailroom security**

DOD 4525.6-M, C15.8

Mail Clerk Qualifications and Duties

Qualifications

- **Be a U.S. citizen for classified mail**
- **Have a favorable ENTNAC/NAC**
- **No record of Conviction of Court Martial, Article 15 in the past 12 months for postal related offense, civil convictions, unfavorable conduct, and high moral standards**
- **Servicing installation/APO postal activity screen and**



APPOINTMENT OF MILITARY POSTAL CLERK, UNIT MAIL CLERK OR MAIL ORDERLY (See Instructions on Reverse)		1. DATE EFFECTIVE	2. DATE REVOKED
3. NAME OF APPOINTEE (Last, First, Middle Initial)			
4. RANK OR GRADE	5. SSN	6. TITLE OF APPOINTEE	
7. ORGANIZATION/ACTIVITY		8. APO, MPO OR CONUS INSTALLATION	
9. MAIL AUTHORIZED TO RECEIVE (Check and Initial)		10. THIS FORM MUST BE VALIDATED BY THE SERVING AGENCY'S GENERAL PURPOSE DATING STAMP PRIOR TO CLERK RECEIVING MAIL. IN THE CASE OF THE NAVY MOBILE UNITS, VALIDATION MAY BE BY IMPRESSION OF THE UNIT'S OFFICIAL SEAL.	
Personal (All)	Official (Except accountable)		
Personal (Except accountable)	Official Pouches Only		
Official (All)			
SIGNATURE OF APPOINTING OFFICIAL		SIGNATURE OF APPOINTEE	

DD Form 285, JUN 67

Duties

- Key to ensuring all letters and parcels are properly and expeditiously delivered
- Receive mail from servicing APOs normally sorted to unit level
- Deliver mail to addressees
- Maintain an accountability roster of unit Soldiers
- Process and label redirect mail
- Collect and deliver outgoing mail to APO
- Establish and maintain DA FM 3955(s) CHANGE OF ADDRESS AND DIRECTORY CARD
- Ensure all mail is safeguarded and handled properly

Must possess **strong character** and **good judgment** and perform all duties IAW the **Army Values**

Pre-Deployment

- **Train and appoint (in writing) a Unit Postal Officer and Alternate**
- **Train and appoint (DD Form 285) a Primary Mail Clerk and Alternates (forward and rear)**
- **Provide mailing information to deploying personnel and their family members (mailing address)**
- **Ensure a DD Form 2258 (Temporary Mail Disposition Instructions) is completed for all deploying personnel to show their mail disposition instructions**
- **Provide separate and secure storage space for all "HOLD" mail**

Mailing Information for Deploying Personnel

Who to notify of deployment

- **Financial Institutions for single Soldiers**

- **DO NOT notify business correspondents or magazine publishers (unless on a long deployment)**

Mailing Restrictions

- Mail going to the APO system is subject to the same regulations as mail entering the international mail system

- **Alcoholic beverages, narcotics, weapons, munitions, explosives, and other hazardous materials, pornography, and other country restrictions may apply**

Mail Delivery Options

- Complete DD Form 2258 (Temporary Mail Disposition Instructions)

- Complete PS Form 3801 (Standing Delivery Order)

- **Never include country name; may cause to be routed through international mail channels and delay delivery**

Mail Disposition Options

- Forward all mail to deployed address

- Deliver all mail to spouse

- Deliver all mail to a designated individual

- Forward only mail addressed specifically to the Soldier

- **“ HOLD” all mail (not recommended for a deployment longer than 30 days)**

Arrival Into the AOR

- **Initiate contact with supporting APO immediately upon arrival at deployed location (verify mailing address, SOPs, prohibited items, etc.)**

- Ensure mail clerks are trained and certified for continuous mail service (by postal platoon); identify on orders personnel to handle official mail

- Provide a unit task organization and manning roster of all unit personnel to supporting APO

- Coordinate transportation with S-4 to receive and dispatch mail to/from the APO; ID dedicated ‘mail truck’ (closed/covered military vehicle)

- Establish commo link with APO to check mail volumes to ensure vehicle support is capable of picking up all available mail

Postal Service: Immature Theater

- Theater Opening elements include MMT Team and HR Company
- Combatant commander determines mail restrictions at beginning of deployment
- **Free mail: Authorized by the President or the SECDEF**
  - Must weigh less than 12 ounces
  - Be a First Class letter, tape, or video (personal communication)
- Planning Factors
  - 2 lbs per Soldier per day = mail volume
  - One 20-foot container = 8,000 lbs of mail
  - One 40-foot container = 16,000 lbs of mail
- ZIP codes assigned by MPSA. Initially unit-based; as theater matures ZIP becomes location-based

Postal Service: Mature Theater

- Inform APO of any Task Organizatio individual changes
- Collect and route daily outgoing ma to the servicing APO
- Mandatory daily mail pickup from the servicing APO
- Ensure incoming mail is collected and sorted daily
- Ensure directory service (redirect) is performed in a timely manner
- Collect and forward casualty mail
- Establish internal UMR Inspection Program

FOBs without APOs

(For Mobile Mission)

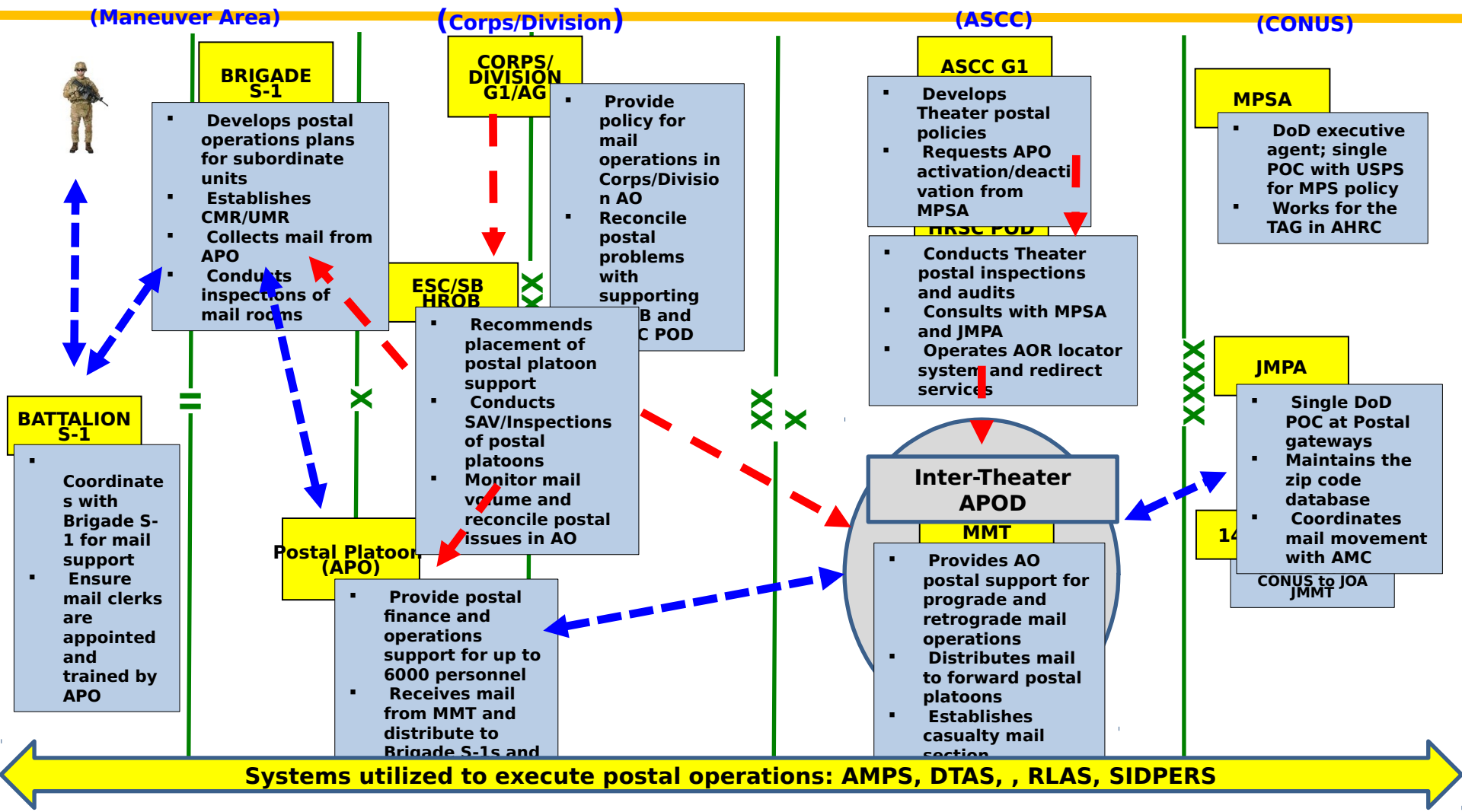
- **Schedule an appointment with servicing APO**
- **Provide a clean, dry area for postal operations**
- **Ensure all boxes being mailed are unsealed and customs forms are completely filled out prior to inspection**
- **Provide an amnesty box at site**
- **Assist with transportation and billeting for Mobile Postal Team (if necessary)**
- **Assist with coordination of security and transportation of mail back to servicing APO area (if necessary)**

Redeployment

- Notify supporting APO and provide departure date
- Provide mail forwarding instructions for all redeploying personnel
- Notify correspondents to stop mailings at least 10-15 days prior to the departure date
- Immediately notify supporting Post Office and Unit Mailroom of return to CONUS
- Reserve Component Units should notify MOB Station of their redeployment and unit forwarding address

- Ensure each redeploying Soldier completes a DA Form 3955 (Change of Address)
  - Kept by unit mail clerk
  - Unit completes with home station address
  - Turn unit alpha roster to servicing postal unit
- Postal unit will forward mail to the home station address. Unit mail clerk is responsible for forwarding mail to Soldier's new address.
- **Ensure Soldiers are aware of PROHIBITED ITEMS**

Postal Operations in Deployed Theater


(Maneuver Area)
(Corps/Division)
(ASCC)
(CONUS)
BRIGADE S-1
Develops postal operations plans for subordinate units
Establishes CMR/UMR
Collects mail from APO
Conducts inspections of mail rooms
CORPS/ DIVISION G1/AG
Provide policy for mail operations in Corps/Division AO
Reconcile postal problems with supporting
ESC/SB HROB
B and
C POD
Recommends placement of postal platoon support
Conducts SAV/Inspections of postal platoons
Monitor mail volume and reconcile postal issues in AO
ASCC G1
Develops Theater postal policies
Requests APO activation/deactivation from MPSA
HRSC POD
Conducts Theater postal inspections and audits
Consults with MPSA and JMPA
Operates AOR locator system and redirect services
MPSA
DoD executive agent; single POC with USPS for MPS policy
Works for the TAG in AHRC
JMPA
Single DoD POC at Postal gateways
Maintains the zip code database
Coordinates mail movement with AMC
CONUS to JOA JMMT
BATTALION S-1
Coordinates with Brigade S-1 for mail support
Ensure mail clerks are appointed and trained by APO
Postal Platoon (APO)
Provide postal finance and operations support for up to 6000 personnel
Receives mail from MMT and distribute to Brigade S-1s and
Inter-Theater APOD
MMT
Provides AO postal support for prograde and retrograde mail operations
Distributes mail to forward postal platoons
Establishes casualty mail
Systems utilized to execute postal operations: AMPS, DTAS, , RLAS, SIDPERS

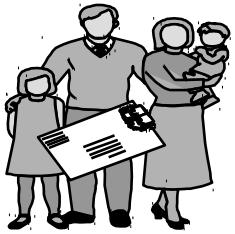
LEGEND:

JMPA = Joint Military Postal Activity
MPSA = Military Postal Support Agency
MMT = Military Mail Terminal
HRSC POD = Human Resources Sustainment Center Postal Operations Division
ASCC G1 = Army Service Component Command G1
AMPS = Automated Postal System
DTAS = Deployed Theater Accountability System

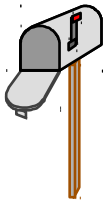
Postal Flow

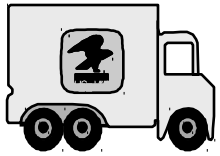
Postal Support (Policy and Procedures)

Mail Flow (Family to Soldier)

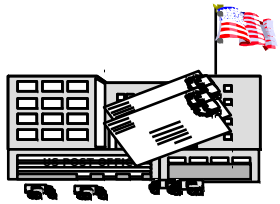


FAMILY SENDS SOLDIER PACKAGE OR LETTER



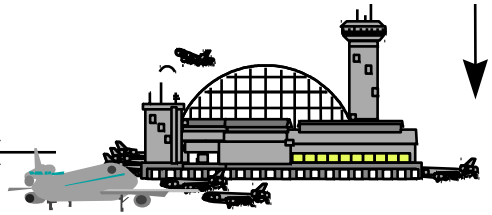


MOVED VIA USPS

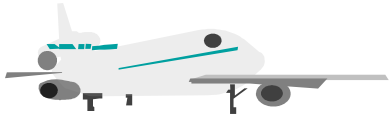


US POSTAL PROCESSING CENTER

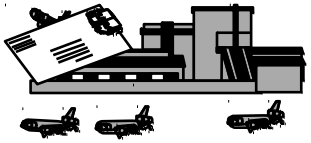
MOVED VIA USPS



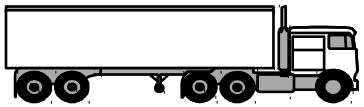
US GATEWAY (JMPA)



US FLAG CARRIER



AERIAL MAIL TERMINAL or MMT
(HR Company – Postal/Postal Platoon)



BROKEN DOWN MAIL IS SHIPPED TO SERVICING APO

APO
(Postal Platoon)

BN OR BDE S-1 RECEIVES MAIL AT APO

UMR/CMR

Summary

- Postal Operations Mission
- Mail / Postal Flow
- Postal Organizations and Responsibilities
- Special Handling Mail
- G-1 / S-1 Postal Responsibilities
  - Pre-deployment
  - Deployment
  - Redeployment

Terminal Learning Objective

ACTION: Coordinate Deployed Postal Operations

CONDITIONS: Given classroom instruction and access to AR 600-8-3 (Unit Postal Operations), DOD 4525.6-M (DOD Postal Manual) and FM 1-0 (Human Resources Support), ATP 1-0.2 (Theater-Level Human Resources Support) and awareness of the Operational Environment.

STANDARD: Score 70% or higher on a knowledge based exam including the following learning activities:

1. Define theater level postal operations.
2. Describe the correct mail flow from CONUS to deployed locations.
3. Define special handling mail categories.
4. Identify postal responsibilities